

## Customer Service Charter – September 2020

This charter outlines what you can expect from our customer service and how you, as an important customer, can help us to deliver professional, reliable, and consistent customer service.

### Why have we done this?

The charter aims to:

1. Deliver better outcomes and relationships for Kingfield and its customers.
2. Drive better discussions with customers and Kingfield staff alike. Expand engagement.
3. Encourage more sales conversations.
4. Through discussion, accelerate productivity improvements and ideas for innovation.

### Our commitment to you:

We recognise that the customer service we provide you is integral to your needs and may impact upon your ability to achieve your own business outcomes. We are committed to being held to a high standard and to providing you with the service needed to meet these obligations in a responsive and professional manner.

### Our customer service principles:

We have a set of overarching principles that underpin the delivery of our customer service to you. In providing this service we will:

- **Be responsive:** we will respond promptly to your enquiries through our phone, email, and web service. We aim to respond to phone enquiries within 30 minutes, emails, and web enquiries within 3 hours. We will provide accurate and up to date information when you need it.
- **Be accountable:** we will be open and accountable and regularly measure our performance and seek customer feedback. Employees of Kingfield all have the role of "Service Officer". This means that each Kingfield employee is accountable each other and the customer when it comes to meeting our obligations. To further support this approach, our service commitments have been reflected in our daily huddle discussions, team meetings, email communications and individual performance framework to ensure an ongoing focus on delivering a high-quality service.

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- Be consultative: we will foster a coordinated and integrated approach to the delivery of our service. This means that Kingfield staff are empowered to identify potential issues and communicate these ahead of them becoming a problem.
- To foster a team spirit amongst staff and customers alike, we aim to tailor our services to your needs. In doing this, we:
- Strive for continuous improvement: we will strive to continuously improve the service we provide to you. We will be innovative in designing new and progressive ways of doing things, be it the way we interact with you or developing new processes and systems to better support you and us.
- Communicate: we will ensure that there is easily accessible information on the service we provide to you and how we provide it, and at what cost. At the same time, we will ensure that we will maintain and make accessible to you a full suite of information such as how to guides, industry specifications, environmental standards etc.

## Our staff:

What we do is delivered by skilled, motivated, professional, and courteous staff. In providing this service to you, we will ensure that our staff:

- Deliver quality service with courtesy and minimum delay.
- Are well supported and trained.
- Have the capability to understand your issues because of their extensive experience.
- Have up to date knowledge on galvanizing steel, procedures, and processes; and are committed to understanding your needs.
- Treat you with dignity and respect; and
- Ensure that we protect any confidential information you may provide.

## Customer service standards:

We aim to provide a consistent and reliable service. Across the Kingfield Group, we are committed to:

- Providing timely service.
- Accurate and helpful information.

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- Answering phone calls and emails during the hours (7:00am to 5:00pm - AEST).
- Ensuring that every completed job is invoiced on the same day that it leaves Kingfield.
- If we are unable to answer your query immediately or it is best handled by a Kingfield technical expert, we will ensure that the correct person answers your query within our committed times.

In the case of more technical enquiries that require more detailed analysis and research, we will notify you by email of the anticipated turnaround time.

## How you can help us:

Recognizing and understanding that the provision of customer service support is a two-way process, we appreciate your assistance in helping us provide you with a high standard of service by:

- Providing us with a Purchase order for every job you want done. Include in this a line by line breakdown of what you are sending to us and the black weight of each line item. A sample Purchase Order is attached as guide. By doing this, we will be in receipt of timely and accurate information that is necessary for us to do what we need to do effectively and in line with your expectations.
- Recognizing and understanding your responsibilities and accountabilities.
- Working with us to solve problems.
- Having a realistic expectation of the service offered; and
- Treating our staff with courtesy and respect.

## Tell us how we are doing:

We value your feedback. It provides us with information that helps us to refine and improve our service.

## If we have exceeded your expectations:

It is important to know what works well. By telling us when you have received excellent customer service and what we got right, it helps us to recognise the efforts of our people and to ensure we replicate best practice across the business.



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## If we do not meet your expectations:

Do not be scared to complain. All complaints received are taken seriously and handled efficiently, fairly, and confidentially. If the service received does not meet expectations, we ask that you tell us as soon as possible. Email us at [complaints@kingfield.com.au](mailto:complaints@kingfield.com.au) These go straight to our General Manager.

We will aim to resolve all complaints within 24 hours of their receipt, however depending upon the nature of the complaint response times may vary. All complaints will be handled in a confidential manner and you will be provided with a formal response.